



January, 2020

Vision East Workforce Boards Plans for 2020

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On September 13-14, 2019, the "Vision East" strategic planning retreat brought together representatives of six Workforce Development Boards in Beaufort, NC: Cape Fear WDB, Eastern Carolina WDB, Region Q WDB, Northeastern WDB, Lumber River WDB and Turning Point WDB. Since 2004, a collaborative relationship among the "Vision East" boards has helped them develop and implement strategies to improve eastern North Carolina's workforce system, addressing the growing challenges of an ever-tightening labor market.

Working together, these boards formed the Vision East WDB alliance to ensure alignment in addressing the broad workforce challenges that are reflective of the NCWorks Commission's vision for workforce development. The boards share a vision for Eastern North Carolina of a qualified workforce with an educational attainment level that meets the needs of local

firms so they can compete in today's marketplace.

Dr. Stephanie Deese, Executive Director, North Carolina Association of Workforce Boards, began the retreat by giving an overview of the role of WDB members and an overview of serving on a local workforce development board based upon the USDOL's 2019 Call to Action for Workforce Development Boards. She was followed by: Jeff DeBellis, Director of Economic & Policy Analysis, Labor and Economic Analysis, NC Department of Commerce; Robert Knight, Workforce Policy & Government Relations, ResCare Workforce Services, Baltimore, Maryland; and Ron Painter, President, National Association of Workforce Boards, Washington, DC.

The retreat focused on 1) insights into Eastern NC's economic status; 2) a perspective on national workforce development; 3)

current political landscape of workforce and education legislation; and 4) regional strengths, challenges and opportunities. Workforce board break-out groups convened to establish meaningful strategies, timelines and success indicators that align local workforce board plans with the Governor's priorities of educational attainment, business engagement and local innovation.

The six boards broke out into two groups to focus on employer engagement and educational attainment. Each board was asked to develop action plans around both topics that the boards could collectively address. Based upon the discussions from the two-day retreat, each board will establish local strategies in the development of their 2020 strategic plan. The Vision East directors will work together to ensure goals are achieved.

Source: ECWDB

Board of Directors

Officers

Mark Price, *Chief Elected Official*, Carla Byrnes, *Chair*
Bill Green, *Vice Chair*, Al Searles, *Secretary/Treasurer*

Carteret County

Bob Cavanaugh, *Commissioner*

Cindy Holman, *Carteret County Government, Consolidated Human Services Director*

Mike Kraszeski, *Atlantic Veneer, President*

Trapas Pratt, *Mechworks Mechanical Contractors Inc., Senior Vice President*

Craven County

Johnny Sampson, *Commissioner*

Anthony Cruz, *International Machinist & Aerospace Workers Union, Labor Representative*

Bill Green, *BB&T, Vice President*

John Wilson, *BSH Home Appliances, Human Resources Manager*

Duplin County

Kennedy Thompson, *Commissioner*

Al Searles, *Murphy Brown, LLC, VP, Transportation*

Dr. Austin Obasohan, *Duplin County Schools, Superintendent*

James Wolfe, *Economic Development Partnership of NC, Southeast Existing Industry Expansions Manager*

Greene County

Jerry Jones, *Commissioner*

Angela Bates, *Greene Lamp, Inc., Executive Director*

Judy Darden, *Darden Bookkeeping, Owner*

Ray Holloman, *JAK Moulding & Supply, Sales Manager*

Jones County

Frank Emory, *Emory Construction, Owner*

David Hill, *DP Hill Manufacturing, Owner*

Dr. Norma Sermon-Boyd, *Jones County Partnership for Children, Director*

Lenoir County

Roland Best, *Commissioner*

Jason Trull, *Spirit AeroSystems, Human Resources Manager*

Bruce Parson, *Blind Shop, Owner*

Dr. Rusty Hunt, *Lenoir Community College, President*

Onslow County

Mark Price, *Chief Elected Official*

Veronica Perez, *Concentrix, Site Director*

Shannon Vitak, *Vocational Rehabilitation, Manager*

Karl Zurl, *NC Department of Commerce, Division of Workforce Solutions, Southeast Regional Operations Director*

Pamlico County

Edward Riggs Jr., *Commissioner*

Carla Byrnes, *B&B Yacht Designs, Co-Owner*

John Deaton, *Deaton Yacht Services, Owner*

Dr. Jim Ross, *Pamlico Community College, President*

Wayne County

Ray Mayo, *Commissioner*

Fletcher Bizzell, *Wayne Opportunities, Board Director*

Charles Brogden, *Franklin Bakery, Human Resources Manager*

Melanie Sanders, *Caswell Center, Human Resources Manager*



Responsive. Connected. Impactful.

Vision

Our vision for eastern North Carolina is a qualified workforce with an educational level that meets the needs of firms so they can compete in today's global marketplace.

Mission

Our mission is to develop the workforce through a collaborative, customer-focused approach that facilitates partnerships between job seekers, workers, employers, and educators, aligning workforce requirements to economic needs.

Value Added

We add economic value to our communities by ensuring that quality education, job training, and employment opportunities are available for job/training seekers and employers alike, thereby improving the quality of life for our citizens throughout eastern North Carolina.

Key Strategies

- Certify an integrated, seamless, and customer-centered workforce development system.
- Engage business and community leaders in addressing workforce issues and promote strategies to improve education levels and essential workplace skills.
- Implement a community awareness plan that promotes education, life-long learning, and the workforce development services that are available for both job seekers and employers.
- Identify and implement effective career pathways strategies that result in employment opportunities for all citizens.
- Establish an accountability system that builds the capacity of the Eastern Carolina WDB, staff, NCWorks partners, and service providers in addressing regional workforce needs.
- Strengthen alliances with economic development to identify and address workforce needs or current and future industries.
- Increase educational attainment levels for in-school and out-of-school youth.

A Message from the Executive Director

Dear Colleagues,

Happy New Year!! 2019 proved to be a successful year for job seekers and businesses across our region, and I believe that in 2020 we will continue on that prosperous path! Like last year, North Carolina economists are weighing in with their optimistic projections that the State should see continued job growth and new business investments. That is great news for all of us!!

Locally, we are creatively working to address the new challenges of job growth and expansions. With low unemployment rates, we continue to have a shortage of middle-skilled level workers. As a board and workforce system, we are leveraging resources and engaging in new partnerships that include the business community, economic developers, chambers of commerce, NCWorks Career Centers, community colleges, public schools, and community partners. Working together, we are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.

A great example is how the Lenoir NCWorks partners and Spirit AeroSystems teamed up to hold a Career Fair on November 23, 2019 for interested job-seekers in search of work at Spirit AeroSystems. Nearly 150 job-seekers showed up within the first three hours to apply for an interview for these Spirit positions. Over 20 individuals were offered employment as a result, with more hiring in the works! Stay tuned for more great news about this emerging high wage, high growth, Aerospace career pathway that is underway in our region.

Another great example is the Craven Works Partnership, where the key players have been meeting monthly to reach out to local employers to gain insight into their workforce challenges and offer solutions. As a result, this team is partnering with Craven Community College's new Volt Center to promote skill trades training offerings and to assist the local employers with their hiring needs. In fact, the Craven Works partners are planning their 4th annual Craven Works Career Fair event for March 24, 2020, at the New Bern Riverfront Convention Center, where job-seekers can interact with local employers.

Throughout this newsletter, we have highlighted success stories that reflect the outstanding work that is underway as a result of the collaborative partnerships occurring throughout our region.

2020 promises to be a year that will continue to add economic prosperity to our citizens, businesses, and Eastern North Carolina.

Blessings,

Tammy Childers

Melanie Sanders Receives D. T. Harris Leadership Award at ECWDB Banquet



Ms. Melanie Sanders was named as this year's recipient of the Don T. Harris Leadership Award. The Leadership Award was presented at the Eastern Carolina Workforce Development Board's (ECWDB) Annual Banquet on November 22, 2019.

Melanie was first appointed to the ECWDB in August 1999. During her 20 year tenure, she has served as the Chair of the Eastern Carolina Youth Council, Chair of the Health Sciences Career Pathways Committee, and currently serves as Chair of the NCWorks Business Services Committee. She is also an active member of the ECWDB's Executive Committee.

Ms. Sanders is the Human Resources Manager for the Caswell Center located in Kinston, NC. In her role, she ensures that her company is connected to the local NCWorks Career Centers for their hiring and training needs. Through Melanie's efforts, the Caswell Center has provided countless work-based learning opportunities to high school and college students pursuing a career in the health sciences field. Ms. Sanders is a prime example of a leader who believes in giving back, as evidenced by her volunteer service. In addition to serving on the ECWDB, Melanie is a long-time member of her church, where she serves as the Music Director, plays the piano, and serves as a Sunday School teacher.

The Don T. Harris Leadership Award recognizes outstanding individuals who serve their community as a volunteer by giving of their time, talent and expertise for the cause of improving the quality of lives of others through workforce development. Ms. Sanders exemplifies these attributes and believes that everyone deserves an opportunity for a good education that will lead to self-sufficiency and upward mobility.

The award was established in honor of Mr. Harris's two decades of dedication and commitment to the public workforce investment system through his selfless efforts of serving his community in a volunteer leadership role to ensure a skilled workforce for Eastern North Carolina's growing economy.

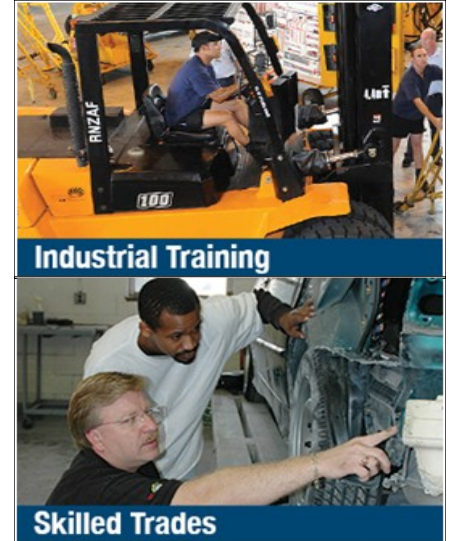
Manufacturing Career Pathway Program Yields Job Offers For Craven CC Students



With help from a mock assembly line donated by Moen, Craven Community College has launched several workforce development (WFD) programs at the newly opened Volt Center. And, as one of the first classes to be held there, the Manufacturing Career Pathway program has exceeded expectations.

All seven students who completed the first class were offered jobs: three went to B/S/H, two went to Chatsworth and two went to Moen. Its success led to a second class that started just three days after the previous one's completion. There were 14 students enrolled in the second class, and the third class began on September 6, 2019.

The Manufacturing Career Pathway program is designed to train students in the wide range of skills and knowledge required to succeed in the manufacturing industry. Upon successful completion of the program, participants will have earned certificates for OSHA 10-hour Industry



Safety, Lean Six Sigma White Belt, Forklift Operator and ACT WorkKeys National Career Readiness.

Source: SunJournal

ECWDB & NCWorks Host NextGen Construction and Skilled Trades Roundtables

On September 11, 2019 and October 16, 2019, ECWDB in partnership with Craven and Onslow County NCWorks Career Centers hosted two NextGen roundtable discussions with local construction and skilled trades businesses to focus on addressing what matters most to them- obtaining qualified employees and ensuring the industry has what it needs to grow and thrive. The purpose of these important discussions was to bring industry businesses together to drive the conversation on the following items:

- What are three major concerns, challenges or issues affecting your industry?
- What do you see as possible solutions?
- What skills/training does your company require/desire?
- What industry trends are occurring of

which you would like educators, economic developers and workforce developers to be aware?

Community partners, such as representatives from the workforce development programs at Carteret, Craven, Coastal Carolina, and Pamlico community colleges, Career & Technical Education for Carteret, Craven, Jones, and Onslow County Schools, NCWorks Career Center Managers, and others were present to listen and learn from the discussion. Employers had the opportunity to discuss their major concerns, challenges and issues facing the industry and to offer possible solutions and define the skills and training needed for employees. One of the top requests from the employers who participated was to receive assistance in promoting the benefits of skilled trade employment. "Jobs are plentiful, and the pay is good", said one employer. "We need

more young people pursuing the skilled trades training in high school", he added.



Source: ECWDB

Wayne County WORKS Honored for Successful Workforce Development



The Wayne Occupational Readiness Keys for Success (WORKS) initiative was recognized by the ECWDB for its outstanding workforce advancement accomplishments. The WORKS partnership was lauded for “Outstanding Achievement in Workforce Development” by the Eastern Carolina Workforce Development Board at its Annual Recognition Banquet.

WORKS collaborators include Wayne Community College, Wayne County Development Alliance, Wayne County Public Schools, NCWorks Career Center – Wayne County, Wayne County Board of Commissioners, and other organizations and agencies.

WORKS’ mission is to develop and market a skilled workforce by

encouraging industries to set skill-level standards and requirements for positions, move the workforce to complete assessments that provide verification of skills, and maintain support from government, industry, education, and economic development entities.

The skills assessments that are considered the standard for local industries are the ACT® WorkKeys® tests for the National Career Readiness Certificate (NCRC). More than 100 Wayne County employers recognize or recommend the NCRC.

More than 20,000 total certificates have been awarded in Wayne County, according to Wayne Business and Industry Center Executive Director Craig Foucht. Nearly 40 percent of the county’s workforce holds some level of the credential.

Individuals may earn a bronze, silver, gold, or platinum NCRC based on performance on a set of three skill assessments (Applied Math, Graphic Literacy, and Workplace Documents). The tests are administered at Wayne Community College, which also maintains the WORKS Lab for self-

directed instruction and skills upgrade

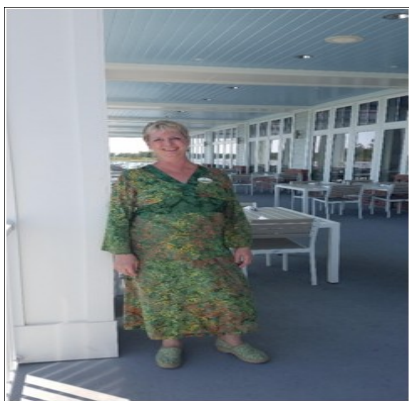


training.

The citation also referenced Wayne County’s “outstanding achievement” as an ACT Certified Work Ready Community. The county was certified as North Carolina’s first Work Ready Community in 2015 and has maintained its status by continuing to measure, certify and improve the skill level of its workforce. Wayne County was also the first North Carolina County to receive recertification and was recognized by ACT at their Annual Conference which was held in Charlotte in October.

Source: WCC & ECWDB

Allison Hussey Achieves Success Through NCWorks Carteret County Career Center



Allison Hussey crossed paths with NCWorks Career Advisor, Theresa Hobgood in February of 2019. She came to the NCWorks Career Center seeking employment, possibly some training, but mostly hope. After losing

employment in the Virgin Islands due to two back to back hurricanes, Allison relocated to eastern NC, only to find herself dealing with that all too familiar loss again after Hurricane Florence.

Allison was dealing with a flood of emotions and set-backs. However, through her perseverance and determination she was not knocked down for long. Allison knew she needed to brush up on her computer skills to make herself more marketable in today’s labor market. Through collaboration with Carteret Community College, Allison successfully completed her first course and is starting another one.

Through career advising with Allison and listening to her passion for the food service and hospitality industry, Theresa encouraged her to apply with the new Beaufort Hotel slated to open later that year. She visited with management of Concord Hospitality Services at their career fair and quickly made it to the second round of interviews. She was promptly hired in May of this year and is thriving! She is happily employed by an employer who offers generous benefits, including education assistance, and who truly values their employees’ skills and talents. Allison is a true testament to the power of perseverance and staying strong in the face of adversity.

Source: Carteret NCWorks

Pamlico Community College Receives National Recognition



Pamlico Community College is now nationally ranked as the second-best community college in America. SmartAsset, a New York-based personal finance technology company, utilized data from the U.S. Department of Education from 796 community colleges representing every state across America. The company reviewed the colleges on their graduation/transfer rates, student-to-teacher ratios and cost to compile its rankings.

PCC received outstanding scores

for the graduation/transfer rate of its students of 69 percent; its excellent student-instructor ratio of 9-to-1; and its extremely low cost and affordability. PCC achieved an exceptionally high graduation/transfer rate more than 60 percent higher than the national average.

PCC President Dr. Jim Ross said he is thrilled and humbled the college is now recognized as among the nation's very best community colleges, and he credited current and former employees as the reasons for this exceptional national achievement.

"We are extremely pleased with this news, and I give total credit for this honor to the outstanding work of our faculty and staff and our supportive community," Dr. Ross said. "The reason we are the second-best community college in America is because our employees and supportive community are among our nation's very best. Most importantly, this honor shows our faculty and staff members are providing extraordinary service helping students succeed so

they can improve their lives and he lives of their families for our wonderful community."

The number one community college this year is Cloud County Community College of Condordia, Kansas. Five other North Carolina community colleges made the Top 10, including Catawba Valley (3), Blue Ridge (5), McDowell Technical (6) Coastal Carolina (9) and Johnston (10).

"We congratulate Cloud County Community College for its achievement," Dr. Ross said. "They scored a 100 on SmartAsset's scale, while we posted a 99.81, so we were extremely close to the top spot. We also are very happy for our North Carolina colleagues who made the list. North Carolina's community colleges are tremendous assets for our state, and we are pleased they are receiving national recognition.

Source: New Bern Sun Journal

ECWDB & NCWorks Career Centers Staff Facilitate Sessions at Partnership Conference

The ECWDB and NCWorks Career Centers were well-represented during the 2019 NCWorks Partnership Conference in October. Staff from the board, Department of Workforce Solutions and other partners facilitated three different sessions at the partnership three-day conference as follows:

"Enhancing Services to Veterans and Spouses" concentrated on best practices in serving military affiliated customers who may not qualify for career services from the Jobs for Veterans State Grant. The panel shared best practices from the ECWDB and partners on serving this demographic, featuring the Military Employment Enhancement Initiative, business engagement, employer outreach and career advising.

"Taking Care of Business: Business

Engagement and Transformational Relationships" explored how the ECWDB is building transformational relationships with businesses and the importance of engaging employers through NextGen business roundtables and ways to promote the NCWorks brand. Also highlighted were On-The-Job Training and Incumbent Worker Training as engagement strategies and how to present these programs to employers.

"Using Human Centered Design to Improve Programs and Services" centered around using Human Centered Design (HCD) to enhance customer engagement and refocus delivery of services on customer needs. The workforce board representatives shared how HCD improves the customer experience. They provided a lively description of HCD and how it is being used by



workforce agencies around the country, along with ways to include the customer voice in policy development.

Source: ECWDB

Eastern Region WorkReady Communities Initiative: Closing the Skills Gap

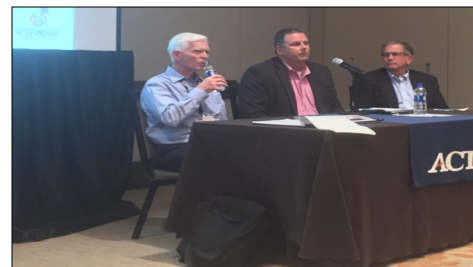


On October 29, ECWDB was invited to present at the ACT National Workforce Summit held in Charlotte. The ECWDB began promoting CRCs in 2005, which led to the Eastern Region's successful Work Ready Communities (WRC) Pilot Initiative that was established in 2008 as a way by which the counties could promote the availability of a trained and

trainable workforce necessary to drive economic growth. By 2011, over 25,000 CRCs were issued. That same year, this local initiative went Statewide to become the NCWorks Work Ready Communities Initiative, in which ACT introduced the National WRC initiative. It provided a framework to empower counties with the data, processes, and tools to support growth.

Fast forward to 2019: the local WRC initiative has resulted in over 60,000 job seekers and students earning an NCRC with over 700 local employer champions committed to supporting the Region's WRC. Tammy Childers, ECWDB Executive Director, provided an overview of the WRC partnership

successes, along with hearing from business leaders [and ECWDB members], Charles Brogden, Franklin Bakery, Dwayne Oglesby, FRC East, and Al Searles, Smithfield who shared how their businesses have embraced this workforce development initiative as a part of their recruitment, screening, and hiring practices.



Source: ECWDB

Job Seekers Find Employment With Help From NCWorks & Craven's Job Readiness Boot Camp

New Bern NCWorks Career Center and Vocational Rehabilitation Services is working with Craven Community College's Job Readiness Boot Camp participants to find a job, create a resume, research career information and learn about education and training opportunities. During their visit, these job seekers registered their personal and professional profile in NCWorks online, used the Traitify assessment to learn more about potential career pathways, met with career advisors to build a complete career search, and continued their job readiness training with a Boot Camp instructor.

Boot camp participant, Joshua Martin has been accepted in the CDL program at Craven Community College. He is also interested in earning a certification in Automotive Systems Technology.

He worked with his Career Advisor to explore the Transportation Career Pathway and learn more about the industry. He is currently working at a local restaurant while in school and plans to return to NCWorks to continue his job search.

Stacy Harvell and others worked with Boot Camp instructor, Susan Namowicz, to investigate NCWorks

online resources. Stacy is eager to obtain permanent full-time employment to provide for her family.



Source: Craven NCWorks

Veteran Finds Success With Assistance From NCWorks



The Onslow NCWorks Career Center shared success stories about

some of their customers who found employment as a result of their services. Mr. Cooper, a Military Veteran, was one of them. He was informed that a local company, TA Loving Construction, was holding a hiring event at NCWorks Career Center on 09/20/2019 and we'll let him tell you his story.

"I got out of the military May of this year, with plans to go to Coastal Carolina Community College to get certified as a Power-line Tech. Unfortunately, the class filled up before I had a chance to sign up. I did some research and found out Cape Fear Community College in Wilmington offered the course, so I

sent in a request to use post 9/11 to the VA, when I got the letter I went to register for the class in October. Well that class was full as well. I decided to just get a job, so I went to NCWorks Career Center every day for a week and I'm proud to say I have a job starting with TA Loving Construction Company September 30th."

It's stories like this that warm our hearts and remind us that when one (or two) doors close, another opens.

Source: NCWorks Onslow Career Center

Employers, Participants, and Partnerships Honored at ECWDB's Annual Workforce Development Awards Banquet

The Eastern Carolina Workforce Development Board hosted its Annual Banquet on Thursday, November 21, 2019 at the newly renovated New Bern Riverfront Convention Center. The event was cancelled for 2018 due to the destruction caused by Hurricane Florence. Over 150 guests attended the Banquet, catered by The Flame.

"The Annual Banquet honors local businesses, program participants, board members and workforce partnerships who are making a difference", said Tammy Childers, ECWDB Executive Director.

Partnerships recognized included: Wayne Community College, Wayne County Public Schools, County Commissioners and NCWorks Wayne County for their Work Ready Initiative that has issued nearly 19,000 National Career Readiness Certificates; Craven Community College, Craven County Re-entry Council and NCWorks Craven County for their work in helping justice involved individuals become career ready and find jobs; the Salvation Army of Jones and Onslow Counties and NCWorks Onslow County for partnering to provide continuous services to jobseekers and employers after the career center was displaced due to Hurricane Florence.

Smithfield Foods' Hog Production of Duplin County and MasterBrand Cabinets, Inc. of Lenoir County were presented awards for "Outstanding Employer of the Year" for their contributions to workforce development.

Program participants were recognized for overcoming personal challenges, successfully completing their training program and finding training-related employment that offers a family sustaining wage. Award winners were: Carol Ann Davis and

Roxana Walker of Lenoir County for "Outstanding Adult Participant"; Caleb Mitchell of Onslow County and Chelsea Raynor of Lenoir County for "Outstanding Young Adult Participant."

Charliss Gwynn, Career Advisor at NCWorks Career Duplin County, was presented with the "Above and Beyond" award for her outstanding work and service to job seekers, employers and colleagues.

Additionally, Coastal Carolina Community College was recognized as "Outstanding Workforce Innovation and Opportunity Act Title I Service Provider" for delivering employment and training services to out-of-school youth and adults that resulted in exceeding federal performance measures for credentials and employment.

The following partners were also recognized: NCWorks Career Centers — Carteret, Craven, Greene, Duplin, Jones, Lenoir, Onslow, Pamlico and Wayne Counties; Carteret Community College, Coastal Carolina Community College, Craven Community College, Greene Lamp, Inc., James Sprunt Community College, Lenoir Community College, Pamlico Community College and Wayne Community College.

ECWDB member Melanie Sanders was presented with the Don T. Harris Leadership award for her many contributions to the Workforce Board and the community. It was a great evening!

Source: ECWDB



Smithfields-Outstanding Employer



MasterBrand-Outstanding Employer



Chelsea Raynor- Outstanding Youth



Caleb Mitchell- Outstanding Youth Participant



Craven-Pamlico Re-Entry Council, Craven Community College, NCWorks Partnership



Onslow NCWorks and Salvation Army Partnership



Wayne County WORKS Partnership



Carol Ann Davis, Lenoir County for "Outstanding Adult Participant



Charliss Gwynn, Career Advisor, Duplin County NCWorks Career Center, Above



Sharon Burgen, Business Services Award



Changing Lives at Craven County NCWorks Career Center



Sandy McKinney and Crissy Collins

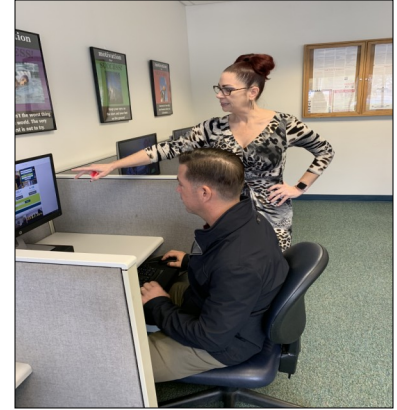
Working at Craven County NCWorks Career Center has been a blessing for me. I can relate to the stress and financial hardships that an individual goes through when they are terminated without just cause. I was let go from my job of 13 years earlier this year and it could have put me in a dark place. Instead, I got up, brushed myself off and went on to find a place

where I fit in. I found Craven County NCWorks Career Center and that is the right place with great people to bring my infectious personality.

I have interacted, assisted and influenced countless people displaced from their jobs. I personally assist job seekers that may lack the computer skills to search for employment when they are at a cross roads in life.

I was truly blessed when I called Craven County NCWorks Career Center and Sandra McKinney told me that she was glad I called and she remembered me and my story. She told me that they had an opening and that I would be a great fit for the agency.

Now I have a chance every day to bring happiness, professionalism and the opportunity to influence individuals and help them gainful employment.



Source: Crissy Collins, Craven County NCWorks Career

NCWorks Integrated Service Delivery Referral leads Duplin County Job-Seeker to Enroll in Industry Credential Courses



On July 9th, 2019, Duplin County Career Advisor Charliss Gwynn contacted Mr. Danny Ash to complete a Subsequent RESEA appointment. Mr. Ash had been laid off from Building Maintenance Services where he performed general apartment maintenance. He conducted light electrical and plumbing work, repaired and buffed tile flooring, and installed, finished and painted dry wall. Mr. Ash also maintained the HVAC unit by changing filters and cleaning coils.

During their conversation, Mr. Ash stated he knew without some type of maintenance certification, especially HVAC, his employment opportunities in his field were restricted. Employers had stated that they “would have hired him immediately if he had more HVAC experience or some certification in HVAC.” Mr. Ash had since enrolled in a short online HVAC class and indicated he would like to take additional classes, but lacked the funding to do so.

Charliss explained he may be eligible for tuition assistance through the WIOA- Dislocated Worker Program. With Mr. Ash’s permission, she promptly transferred him to her teammate, Christy Jeffers, JSCC WIOA Case Manager. He was subsequently enrolled in the WIOA-Dislocated Worker Program and registered for the HVAC class and a welding class offered through the Continuing Education Department at James Sprunt Community College. Mr. Ash is currently working and will start classes this month to obtain the qualified credentials needed for advancement in his field. Later, he called the Career

Center manager to express his heartfelt appreciation for the excellent customer service Charliss Gwynn provided.

Source: NCWorks Duplin County

You don't have to use the whole staircase, just take the first step.

Dr. Martin Luther King Jr.

LABOR MARKET OVERVIEW



Eastern Carolina Workforce Development Board

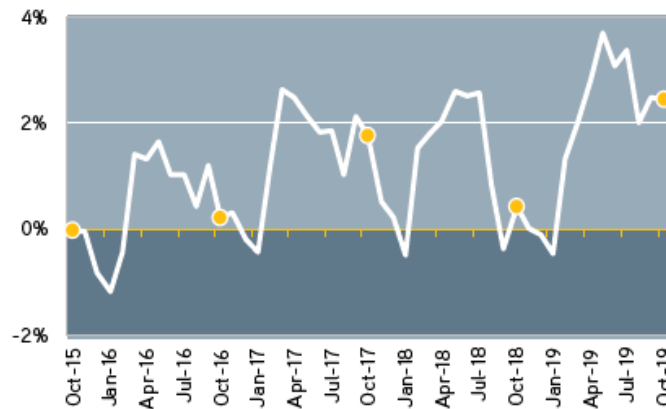
December 2019

Regional Labor Market Snapshot

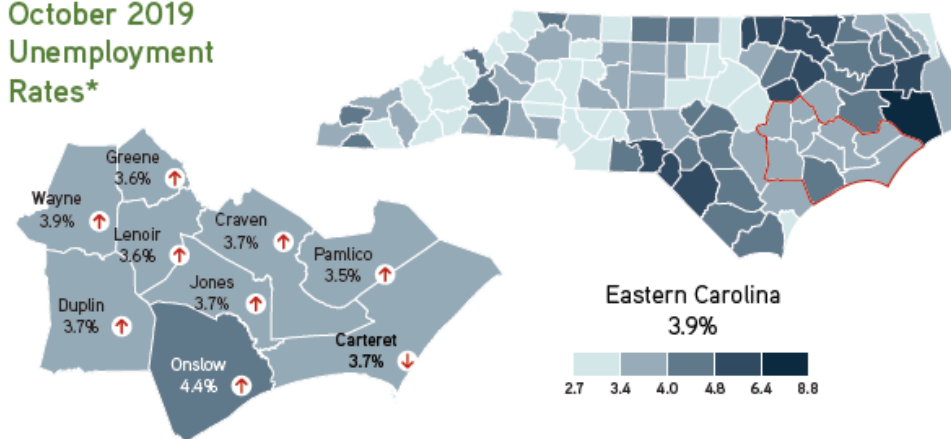
5-Year Percent Change in Number Employed*

Eastern Carolina Region

Source: LAUS, Labor & Economic Analysis, NC Dept. of Commerce



October 2019 Unemployment Rates*



Employment & Wages by Supersector 2nd Quarter 2019

	Establishments	Avg. Employment	Avg. Weekly Wage
Natural Resources & Mining	497	4,684	\$679.80
Construction	1,330	10,369	\$862.68
Manufacturing	394	26,182	\$831.17
Trade, Transportation, & Utilities	3,229	42,885	\$630.05
Information	144	1,109	\$798.43
Financial Activities	1,226	6,231	\$955.24
Professional & Business Services	1,867	17,648	\$828.02
Education & Health Services	1,737	50,321	\$811.16
Leisure & Hospitality Services	1,490	27,274	\$321.48
Other Services	1,153	5,127	\$525.67
Public Administration	232	21,206	\$1,047.63

*October 2019 data are preliminary, previous month's data are revised while all other data have undergone annual revision. All data produced in this publication are generated by LEAD unless otherwise stated.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please visit <http://www.nccommerce.com/lead/lmo>.

Trending

UNEMPLOYMENT*

October 2019

Eastern Carolina Total = 10,333

	Current	Previous
Region	3.9%	3.7%
NC	3.6%	3.5%
US	3.3%	3.3%

REGIONAL EMPLOYMENT*

Eastern Carolina Total = 254,392

83 Fewer People Working
in October than previous month

4,997 More People Working
than same period one year ago

METRO JOB GROWTH*

Goldsboro Total = 41,900

No Change in Jobs
in October than previous month

Jacksonville Total = 49,300

No Change in Jobs
in October than previous month

New Bern Total = 45,000

No Change in Jobs
in October than previous month

TAXABLE RETAIL SALES

Eastern Carolina Total = \$673,616,115

15.3% Higher
than same period one year ago

Source: NC Dept. of Revenue
Note: September 2019 data most current available at time of release.

ONLINE JOB ADS

0 Online Advertised Vacancies
over past 90 days

3,051 Fewer Vacancies
than same period one year ago

Source: LEAD/The Conference Board

NC Works Career Center Locations— *Connecting Talent to Jobs*

Carteret County

309 Commerce Avenue
Morehead City, NC 28557
(252) 726-7151

Craven County

2836 Neuse Boulevard
New Bern, NC 28562
(252) 514-4828

Duplin County

192 Magnolia Extension
Kenansville, NC 28349
(910) 296-1478

Greene County

Greene County Education
Center of LCC
818 Highway 91 North
Snow Hill, NC 28580
(252) 747-5689

Jones County

Jones County Education
Center of LCC
509 Highway 58 North
Trenton, NC 28585
(252) 448-4791

Lenoir County

Lenoir Community College
231 Highway 58 South
Kinston, NC 28502
(252) 775-6021 OR
(252) 527-7320

Onslow County

461 Western Boulevard
Suite 106
Jacksonville, NC 28546
(910) 347-2121

Pamlico County

705 Main Street
Bayboro, NC 28515
(252) 745-9934

Wayne County

2006 Wayne Memorial Dr.
Goldsboro, NC 27534
(919) 731-7950



Contact your local

NCWorks Career Center

Serving Carteret, Craven, Duplin, Greene,
Jones, Lenoir, Onslow, Pamlico, and
Wayne Counties. For more info visit:

www.ecwdb.org

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Eastern Carolina Workforce Development Board, Inc.

1341 South Glenburnie Road
New Bern, North Carolina 28562
Phone: 252-636-6901

Auxiliary aids and services are available upon
request to individuals with disabilities.

**COMMITTED EQUAL OPPORTUNITY
EMPLOYER/PROGRAMS**

MARK YOUR CALENDARS:

January 9, 2020 6:00 p.m.	<i>ECWDB/Consortium Meeting ECWDB Offices, New Bern</i>
January 23, 2020 6:00 p.m.	<i>Youth Council Meeting ECWDB Offices, New Bern</i>
February 6, 2020 6:00 p.m.	<i>NCWorks Business Services Committee ECWDB Offices, New Bern</i>
February 13, 2020 6:00 p.m.	<i>NCWorks Career Pathways Committee ECWDB Offices, New Bern</i>
February 20, 2020 6:00 p.m.	<i>Executive Committee Meeting ECWDB Offices, New Bern</i>
March 5, 2020 6:00 p.m.	<i>ECWDB/Consortium Meeting ECWDB Offices, New Bern</i>
March 26, 2020 6:00 p.m.	<i>Youth Council Meeting ECWDB Offices, New Bern</i>
April 23, 2020 6:00 p.m.	<i>Executive Committee Meeting ECWDB Offices, New Bern</i>
May 7, 2020 6:00 p.m.	<i>ECWDB/Consortium Meeting ECWDB Offices, New Bern</i>

ECWDB Staff:

Anita Bradley, Administrative Assistant
Tammy Childers, Executive Director
Erin Ananian-Gentile, Career Pathways Specialist
Trina Hale, Accounting Technician
Lisa Harvey, WIOA Coordinator
Robert Kehres, Assistant Director
George Kramer, Business Services Consultant
Joanne Payne, Program Assistant
Debbie Simpkins, Fiscal Monitor
Joan Kornegay, Hurricane Florence Program Specialist

Communicate with Us!



1341 South Glenburnie Road, New Bern, NC 28562
Telephone: (252) 636-6901 or (877) 916-6901
Fax: (252) 638-3569 E-mail: admin@ecwdb.org
www.ecwdb.org

**“The best way to predict your future
is to create it.” — Abraham Lincoln**

An Equal Opportunity/Affirmative Action Employer

Auxiliary aids and services are available upon request to individuals with disabilities. (TTY) 1-800-735-2962 (Voice) 1-800-735-8262